

**Inquiry Reasons
For 1/1/2013 - 4/1/2013**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	6
	Disconnection	2
	Rates/Policies	4
	Service quality/repair	5
		Total 17
Competitive Local Exchange Carrier		
	Billing	5
	Rates/Policies	2
	Refusal to provide service	1
	Service quality/repair	9
		Total 17
Gas Distribution Companies		
	Billing	9
	Deposit	2
	Disconnection	10
	Line extension/upgrade charge	1
	Rates/Policies	5
	Refusal to provide service	5
		Total 32
Investor-Owned Electric Utilities		
	Billing	46
	Deposit	5
	Disconnection	30
	Line extension/upgrade charge	3
	Rates/Policies	23
	Refusal to provide service	7

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Utility Type	Inquiry Reasons	No. of
	Service quality/repair	23
		Total 137
Investor-Owned Water Companies		
	Billing	7
	Disconnection	1
	Rates/Policies	2
	Service quality/repair	3
		Total 13
Local Exchange Carriers		
	Billing	88
	Disconnection	10
	Line extension/upgrade charge	7
	Product Services	3
	Rates/Policies	32
	Refusal to provide service	16
	Safety	1
	Service quality/repair	119
		Total 276
Long Distance Carriers		
	Billing	1
	Service quality/repair	1
	Slamming	1
		Total 3
Rural Electric Cooperative Corporation		
	Billing	32
	Deposit	3

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Utility Type	Inquiry Reasons	No. of
	Disconnection	20
	Line extension/upgrade charge	2
	Rates/Policies	7
	Refusal to provide service	4
	Service quality/repair	5
		Total 73
Sewer Utilities		
	Billing	1
	Rates/Policies	1
	Refusal to provide service	1
	Service quality/repair	1
		Total 4
Water Associations		
	Billing	2
	Disconnection	4
	Refusal to provide service	2
		Total 8
Water Districts		
	Billing	13
	Deposit	2
	Disconnection	10
	Line extension/upgrade charge	1
	Rates/Policies	7
	Refusal to provide service	4
	Service quality/repair	10
		Total 47
		Grand Total 627